






MEMORANDUM CITY STANDARD APPROVAL

TO: Jennifer Alvarez, Purchasing Director 
FROM: L. Keith Tomey III, Assistant Fire Chief 
THROUGH: Neal de Jesus, Fire Chief 
SUBJECT: City Standard Approval of SafetyPAD Software
DATE: October 1, 2018

Background:

On July 10, 2015, the City of Delray Beach ("City") entered into an agreement with oPEN Incorporated for emergency medical service ("EMS") patient reporting software called SafetyPAD ("Agreement"). This software replaced pen and paper forms with electronic forms that are completed using tablets. The Delray Beach Fire-Rescue ("DBFR") Firefighter Paramedics complete pertinent patient information (such as name, call location, description of call, patient vitals, etc.) via these tablets while on a call, which saves time and ultimately leads to a higher quality of care and more accurate patient records. This software also ties into the EMS billing, which serves as a source of revenue for the City.

As changing EMS patient reporting software ("ePCR") is not in the City's best interest, staff requests approval to deem SafetyPAD software by ESO Solutions, Inc. a city standard. If approved as a city standard, staff will present an agreement to the City Manager to continue the use of SafetyPAD while a longer-term ePCR solution is found.

Justification:

Staff met to discuss possible options for a new agreement. One option was to utilize an exemption within the Purchasing Policies and Procedures Manual that allows the City to enter into agreements non-competitively for on-going maintenance and support of existing software/hardware and equipment, whereby the initial purchase was made through a competitive method. Although it's believed that the City's intent was to purchase SafetyPAD through piggybacking a Palm Beach County contract, the City's agreement did not contain such piggyback language. Therefore, the original agreement is considered as entered into non-competitively, so staff cannot utilize the stated exemption to enter into a new agreement.

Another option was to migrate to ESO's other EMS patient reporting software. However, staff hasn't been provided a demonstration of the software, doesn't have the proper hardware to run the software, and doesn't have adequate time to train the Firefighter Paramedics how to use the new software.

Ultimately, staff decided that the most feasible option is to seek approval to deem SafetyPAD software a city standard in an effort to continue using SafetyPAD. Although this city standard request is valid for two years, the City is looking into various options for a long-term solution moving forward.

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Market Research:

There are several software options available for ePCR needs, but only ESO Solutions maintains their own product, SafetyPAD. Purchasing staff called ESO Solutions to verify they were the only provider for SafetyPAD software and software maintenance. Additionally, GovSpend was utilized to verify that any agency using SafetyPAD only had purchase orders (PO) made out to ESO Solutions. In some instances, POs for SafetyPAD were made to OPEN Incorporated, a company whom was acquired by ESO Solutions in August 2017.

Quote or Proposal is attached: ☐ Yes ☒ No

Comments: _____

☒ Approved. This City Standard approval is valid for 24 months from date of approval. Attach this City Standard Approval to all Acquisition Approval Memos and/or requisitions for this item.

☐ Need Additional Information

☐ Not Approved

Comments: _____

Purchasing Director

Date

Information Technology (IT) Director

Date